



# EMPLOYMENT SEEKING HANDBOOK



New Beginnings



Developed through a partnership between Youth MOVE Maine and New Beginnings Outreach.  
[www.youthmovemaine.org](http://www.youthmovemaine.org) and [www.newbeginmaine.org](http://www.newbeginmaine.org).

**A Word for young people looking for a job:**

**This workbook was put together as a resource for young people to learn about and navigate the many tasks that are associated with landing a job. We recognized that getting a job involves more than a resume and interview, and that keeping a job is a whole other story. There's a lot to it.**

**So this workbook provides information about uncovering your skills, interests, personality, and values and offers tools to help you find jobs that will be a good fit for you. This workbook also offers tools to support you in creating your own resume and cover letter and helps you prepare for an interview. Lastly, it explains what your employers will expect of you and offers some ways to resolve conflicts and keep your co-workers thinking highly of you.**

**Remember that finding a job can take time as you search for the right job for you, and prepare and attend interviews.**

**And it doesn't end there, because keeping a job requires a lot of work too. But in the end, having money in your pocket to do the things you want to do will make it all worth it! We hope this workbook helps you in your journey!**

**Good Luck!**

## A Word for Those Supporting Young People in Seeking Employment:

This workbook was created for young people and those people who are offering support as they seek employment. We recognized that while there are a great deal of employment resources for youth, many of these resources do not cover all of the tasks involved in finding a job. We saw the need in our community for a resource for young people that offers support and guidance with the many tasks associated with finding a job. This comes with the recognition that some young people need the extra support in navigating the employment arena—such as those young people who are street-involved, those who have not been able to continue their education or those who receive financial or emotional support from their families.

In this workbook, we name all of the steps that a young person needs to take, along with some good tips and practices along the way, in order to secure themselves a job. This workbook also works to bridge the cultural gap between street involved young people and middle class employers, illuminating those values and expectations, which are often very different.

This workbook is able to be used both as a linear process for young people who are just starting out in the workforce and for those who have had some experiences with employment. We encourage you, as a youth mentor or supporter, to learn exactly where each young person is at in their path to finding a job and to use this workbook to meet them where they are at.

We hope that this resource will speak to young people in a way that is relevant and culturally appropriate and that it will support young people to find employment that meets their financial needs as well as complements their skills and interests.

Best wishes!

**What brings you here?**

**What made you want to get a job?**

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**What do you want in your life that having a job will help you move towards?**

1. 

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2. 

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3. 

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**Which one of those things do you want the most? Why?**

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**How do you imagine your day to day life changing as a result of having a job?**

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**Thinking About Work: When & How Often?**

1. Think about what a typical week looks like for you... What do you spend your time doing each day? When do you sleep? How much do you spend time with friends? What else are you up to?

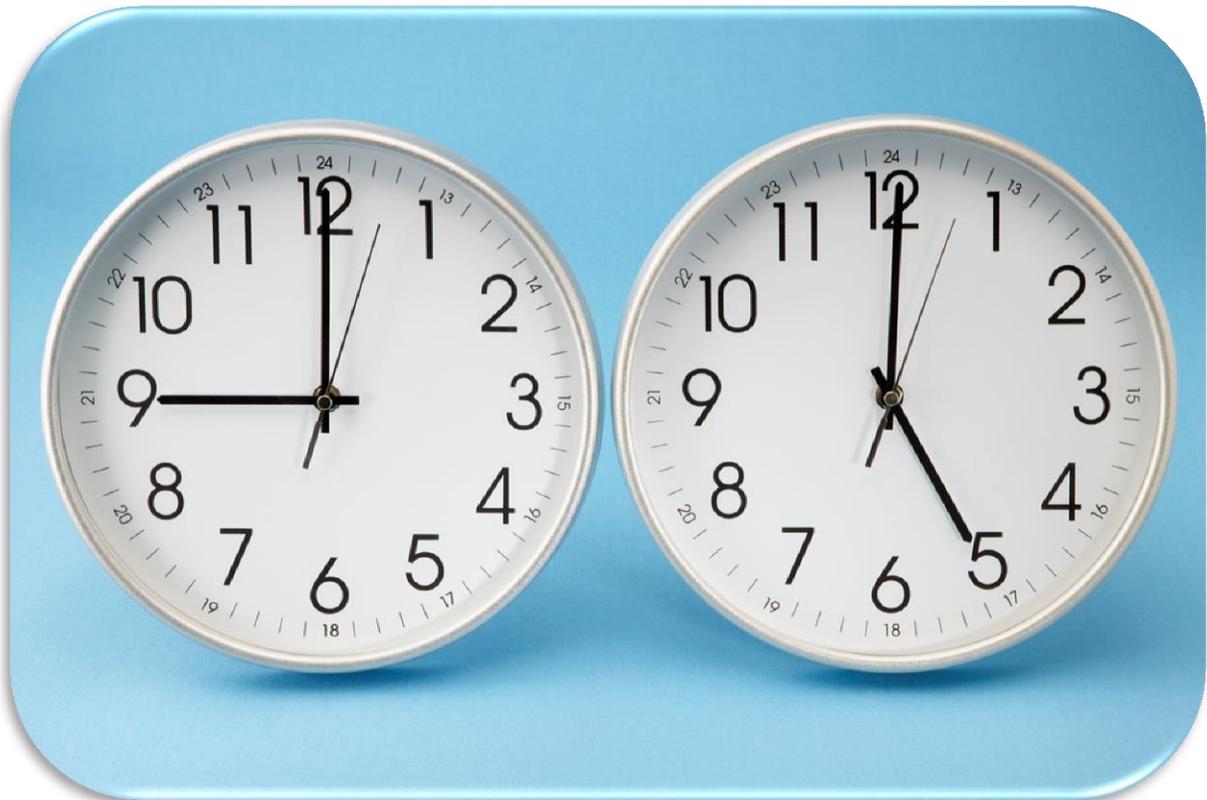
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
7am- 12pm						
12pm-5pm						
5pm- 10pm						
10pm-3am						
3am-7am						

Looking at your life schedule, where could work fit in here? What activities would you be willing to have less time doing or move around to make time for working?

2. Highlight the times that you would be able to work.

3. How many hours does it add up to? \_\_\_\_\_

4. Are these working hours all during a typical time of day? \_\_\_\_\_



**How Employers Do Scheduling:**

At most jobs, the “shifts” that you work are divided up into different variations similar to this:

**1st Shift-** early morning into early afternoon (ex. 7am-3pm)

**2<sup>nd</sup> shift-** early afternoon into later in the evening (ex. 3pm-11pm)

**3<sup>rd</sup> shift-** late evening into the early morning (ex. 11pm-7am)

1. Thinking about your life schedule, which shift do you imagine working best for you? \_\_\_\_\_

2. Thinking about your life schedule, how many hours each week do you think you should work? \_\_\_\_\_

Think about:

-When you go to bed and when you wake up

-How many hours at a time you can work for

-What hours you would have the most energy to work

3. Now that you’ve given it some thought, draw out what your new schedule that involves work might look like.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
7am- 12pm						
12pm-5pm						
5pm- 10pm						
10pm-3am						
3am-7am						

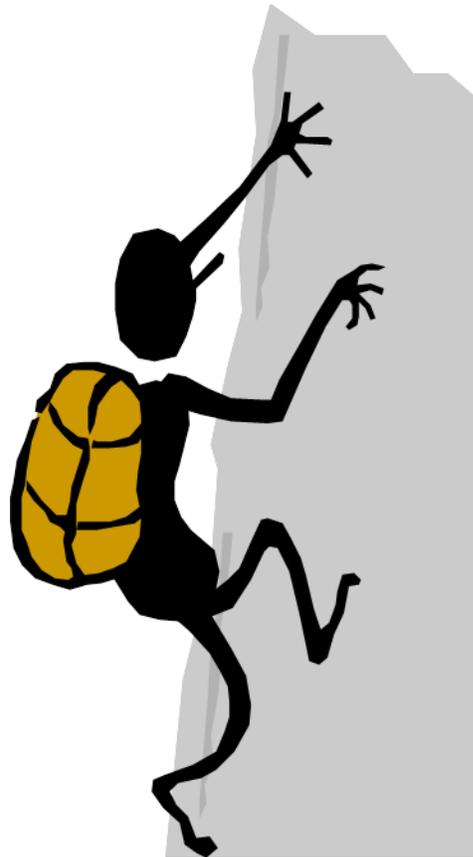
**Important to remember:** This activity is to get you thinking about what might work best for you when you are working. At many jobs, you don’t get the perfect shifts or schedule. But it’s good to know what times to could work and how often you can work. This way, you can search for jobs that match up best with your availability.

**What do you need to have happening in your life in order to keep a job?**

- A place to live where you can get a good night's sleep
- A place to do your laundry and take a shower
- Clothes to wear to work
- A calendar to write your schedule in
- To be healthy and able to work
- Transportation to and from work OR a job that is close to where you live.
- An alarm clock

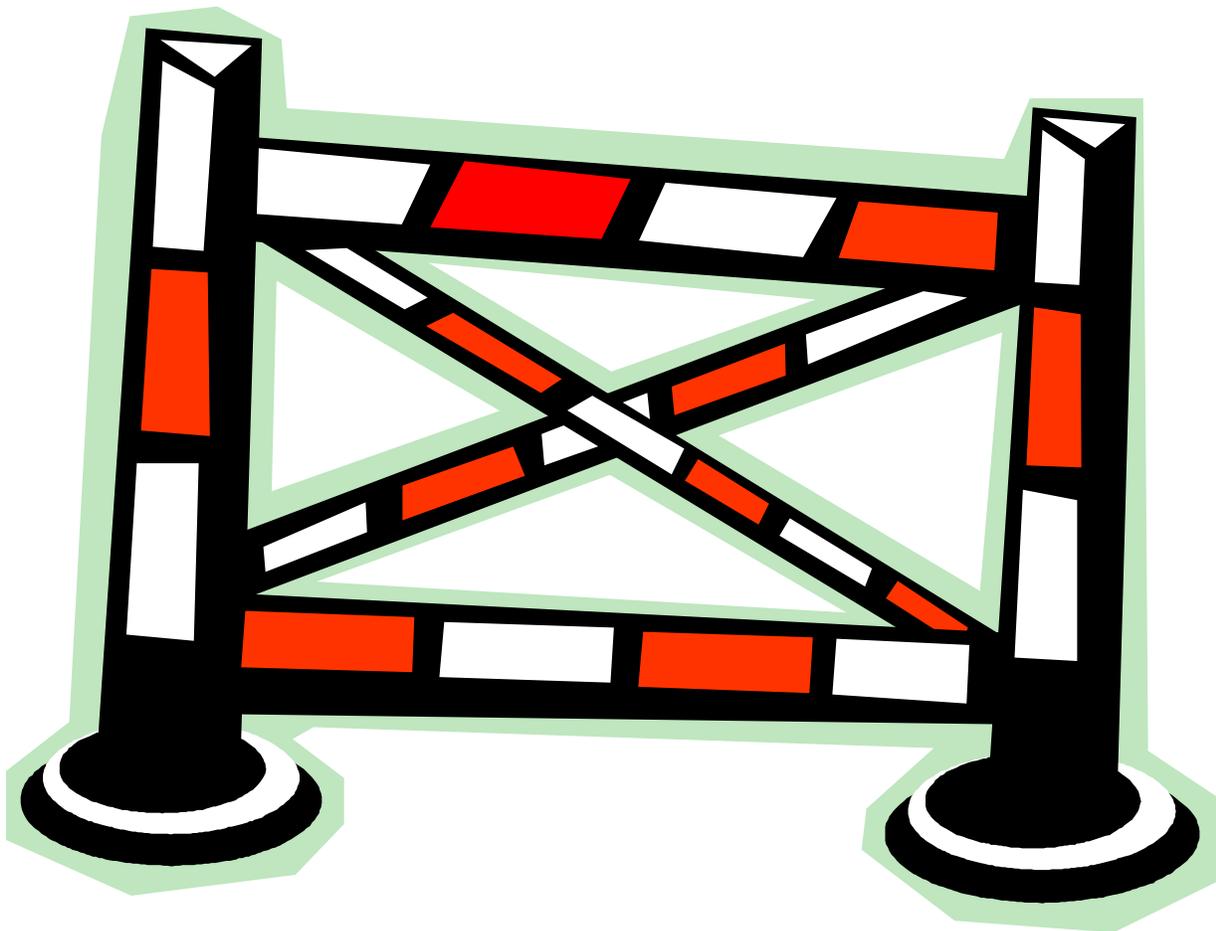
**What might get in your way or make it harder to get and/or keep a job?**

- No high school diploma/GED
- Challenges with using or abusing drugs and/or alcohol
- Not having transportation
- Not having a drivers license
- Not having a safe living environment



**Naming your barriers to getting a job:**

What is the barrier?	How can it go away?	When can this barrier be gone?	Do you need support to make it go away? If so, who can help?
1.			
2.			
3.			
4.			



**What are you good at? What do you like to do?**

**My friends say I'm really good at:**

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**I think I'm good at:**

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**People ask me to help them with:**

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**The subject that I did the best at in school was: \_\_\_\_\_**

**I was good at it because:**

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**I spend most of my time**

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**I love to talk about**

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**I am really interested in**

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**I am happiest when**

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**I like to work:**

**By myself**

**With other people**

**What do you VALUE?**

**Rate each work value:**

**1= Things I Value Very Much**

**2=Things I Value**

**3=Things I Don't Value**

<b>Rate:</b>	<b>Work Values:</b>	<b>Descriptions:</b>
	Help society	Do something to make the world we live in better
	Help others	Working with people to make things better
	Public Contact	Being in public, talking with people all day
	Work Alone	Working all day by yourself, not around others
	Work Under Pressure	Work in situations where you have to be quick, busy, watched
	Creativity	Making new things, being artistic, etc.
	Change or Variety	Constantly doing something different
	Physical Challenge	Work where you are getting exercise, using your body
	Precision Work	Work focusing on detail
	Recognition	Being recognized for doing good work
	Work as a Team	Working with others to get the job done

**List the things you rated as a "1" for Value Very Much:**

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## Why do I need a resume?

When employers are looking for help, they need to know that the person has some skills and experience and good personal qualities that will make them a good worker.

A resume shows employers what experience you have (school, volunteer work, teams, activities, and work) as well as what skills you have (what you are able to do well).



### *Tips:*

- *"CV" means resume. You might see this on some websites..*
- *Templates for making your own resume can be found online and on Microsoft.*

## Why do I need a cover letter?

So your resume looks great. The only problem: everyone else has a resume and now the employer who is hiring has a stack of resumes that all look similar. Who should they hire??

That's where cover letters come in. Picture that stack of resumes on your future boss's desk- then she sees your resume with a shiny cover letter!

Cover letters offer you a chance to show that you are a real person- complete with interests and personality- and it's your first chance to give them a reason to call you for an interview!

**Resume Worksheet**

**Full Name:**

\_\_\_\_\_

**Address:**

\_\_\_\_\_

**Telephone Number:**

\_\_\_\_\_

**Email:**

\_\_\_\_\_

**Objective: (What job do you want?)**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Job Skills: (What are you good at?)**

_____	_____
_____	_____
_____	_____
_____	_____

**Job Experience:**

Start Date: \_\_\_\_\_

End Date: \_\_\_\_\_

Position: \_\_\_\_\_ Company: \_\_\_\_\_

City & State: \_\_\_\_\_

**Responsibilities: (What did you do there?)**

\_\_\_\_\_  
\_\_\_\_\_

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**Job Experience:**

Start Date: \_\_\_\_\_

End Date: \_\_\_\_\_

Position: \_\_\_\_\_ Company: \_\_\_\_\_

City & State: \_\_\_\_\_

**Responsibilities: (What did you do there?)**

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**Job Experience:**

Start Date: \_\_\_\_\_

End Date: \_\_\_\_\_

Position: \_\_\_\_\_ Company: \_\_\_\_\_

City & State: \_\_\_\_\_

**Responsibilities: (What did you do there?)**

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**Volunteer Experience:**

Start Date: \_\_\_\_\_

End Date: \_\_\_\_\_

Position: \_\_\_\_\_ Company: \_\_\_\_\_

City & State: \_\_\_\_\_

**Responsibilities/Activities: (What did you do there?)**

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Start Date: \_\_\_\_\_

End Date: \_\_\_\_\_

Position: \_\_\_\_\_ Company: \_\_\_\_\_

City & State: \_\_\_\_\_

**Responsibilities/Activities: (What did you do there?)**

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**Education:**

High School: \_\_\_\_\_ City, State: \_\_\_\_\_

Grade completed: \_\_\_\_\_ Dates: (When were you there?) \_\_\_\_\_

Special Achievements/Involvement: (Did you do anything cool there?)

\_\_\_\_\_

Higher Education:

School: \_\_\_\_\_ Major: \_\_\_\_\_

City, State: \_\_\_\_\_ Level completed: \_\_\_\_\_

Dates: (When were you there?) \_\_\_\_\_

Special Achievements/Involvement: (Did you do anything cool there?)

\_\_\_\_\_

**Hobbies & Interests (What do you do in your spare time?)**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**References** (People who will talk about what a good worker you are)

Name: \_\_\_\_\_ Position: \_\_\_\_\_

Company: \_\_\_\_\_ City, State: \_\_\_\_\_

Telephone: \_\_\_\_\_

Name: \_\_\_\_\_ Position: \_\_\_\_\_

Company: \_\_\_\_\_ City, State: \_\_\_\_\_

Telephone: \_\_\_\_\_

Name: \_\_\_\_\_ Position: \_\_\_\_\_

Company: \_\_\_\_\_ City, State: \_\_\_\_\_

Telephone: \_\_\_\_\_

## Cover Letter Worksheet

**Your Info:**  
**Name**

\_\_\_\_\_  
**Address**

\_\_\_\_\_  
**Telephone**

\_\_\_\_\_  
**Date:**

**Employer's Info:**  
**Name**

\_\_\_\_\_  
**Address**

\_\_\_\_\_  
**Telephone**

**First Paragraph: Why are you writing? Why are you interested in the job and the company? Where did you see that they are hiring?**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Second Paragraph: Why would you be good for this job? What skills and experience do you have that will make you good at this job?**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Last Paragraph: Thank you employer for considering you and ask for an interview.**

\_\_\_\_\_  
\_\_\_\_\_

**Sincerely,**  
**Your name:**

\_\_\_\_\_

**Preparing for an Interview**

**Interview Questions to know:**

**What do you know about the company?**

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**Why are you interested in this job?**

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**What will you share about yourself that will tell them that you're the person to hire?**

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**What days and hours are you available to work?**

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**What are you good at?**

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**Have you done this kind of work before? (If the answer is no, tell what you have done that will make you good at this job)**

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**What questions do you have about the job?**

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### Interview Prep:

Do you know where your interview is going to be and how to get there?

Yes    No

Do you have a ride?

Yes    No

Do you have a nice, clean outfit to wear to the interview?

Yes    No

Do you know the name of the person who is interviewing you:

No

Yes: \_\_\_\_\_

#### What NOT to do:

- \_ Smoke or chew gum
- \_ Swear
- \_ Show up late
- \_ Wear too much perfume
- \_ Interrupt the person
- \_ Bad talk a past employer
- \_ show up with anyone other than yourself
- \_ Lie about yourself

#### What to do:

- \_ Show up 10 minutes early
- \_ Smile and show interest
- \_ Listen to the person
- \_ Share your strengths when asked
- \_ Keep good eye contact
- \_ Thank the person for their time
- \_ Dress your best
- \_ bring a copy of your resume

## Employment Assessments

Many employers these days are having applicants take online assessments as a part of their application. These assessments ask a variety of questions to uncover whether or not you are the worker they are looking for.

*These tests can be confusing and hard to answer.*

### Here's what employers are looking for:

An employee who is **loyal** to the company and puts the company's interests first.

An employee who is **honest, helpful, and hardworking.**

### Things to remember when taking an assessment:

- Answer these questions based on what the employer would want from an employee.
- Think about the qualities that they are looking to see from this assessment: Loyal, honest, helpful, and hard working.

### Strategies to Practice:

- Take a look at the assessments from local companies and think about what might be the best answers.
- Use a red pen to circle your honest answer to the questions.
- Use a blue pen to circle the answers that you think an employer would want to see.
- Compare these answers with any adult you trust who is a supervisor or manager to explore what the best answer might be.
- **Review these questions with a mentor to think about what kind of employee you actually are and think about how you would do at a job based on your answers to different situations. These answers might help you understand how ready you are for a job and what you can do to get ready.**

SEE THE BACK OF THIS BOOKLET  
FOR SAMPLES OF EMPLOYMENT  
ASSESSMENTS TO PRACTICE ON!



## Your Appearance at Interviews & on the Job...

Consists of:

### **The way you look**

3 Things determine how you look:

#### **1. Dress**

- Shoes: Should be clean.
- Details: Clothes should be clean and not worn out.
- Fit: Clothes should not be wrinkly, and they should fit you. (Not too tight or too loose.)
- Extras: Don't bring any big bags, gum, or cell phones into an interview. Just bring yourself and a copy of your resume and cover letter.
- Jewelry: wear only light, boring jewelry
- Shirts & Hats: Don't wear anything that has graphics, logos, etc. Wear a solid color shirt and pants.

#### **2. Grooming**

- Comb your hair
- Shave or trim facial hair (including mustache, beard, nasal hair)

#### **3. Hygiene**

- Keep your body clean. Good personal hygiene begins with a clean body.
- Wash your hair regularly.
- Brush and floss your teeth every day.
- Use deodorants.
- Clean your fingernails.
- Wear very light perfume/cologne

Tips:

- Think boring!!
- "If you would wear it to a club, you probably shouldn't wear it in a business environment."
- No cleavage or short skirts
- Don't try to be a fashionista!

## **The way you write**

- Fill out all boxes and forms for paperwork
- Take your time
- Write as neatly as you can
- Try to spell words correctly and use good grammar
- Use whole sentences
- Do not use abbreviations

## **The way you speak**

In person and on the phone:

- Be polite
- Don't
- Don't use swear words
- Think before you speak!
- At most jobs, "the customer is always right"
- Be friendly
- Use eye contact

## **The way you look online:**

Employers can and usually will google you to see what comes up. Usually whatever you have on facebook will show up. You don't want them to see anything inappropriate... You better check it out first!

- Google yourself! What shows up?
- If all of your facebook info comes up, go on your facebook- change the privacy settings so that only your friends can see your info.
- Do the same with any other social networking sites.
  
- Your email: make a new email account, just using your name. Hint: You can use Google. Click on Gmail- Create an Account. Its important that you don't give out emails to employers like hottie2hottie@aol.com

"40 percent of those remaining unemployed do so because of poor personal appearance. Don't be one of these people!"

### **References:**

<http://www.jobsearchonline.bc.ca/Job%20Maintenance/employerexpectations.htm>  
<http://www.career.vt.edu/Interviewing/InterviewAppearance.html#GROOMING>

**Setting Realistic Expectations for your Job:**

What do you expect to get from this job?

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How do you expect your boss and co-workers to treat you?

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How do you plan on treating your boss and co-workers?

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**What you can expect from your employer:**

- A regular schedule that you know about.
- A weekly or bi-weekly paycheck.
- The same consequences every time you do something that is not allowed.
- To provide the training and tools that you need to do a job.
- That you will be paid at least minimum wage and any hours worked overtime (over 40 hours in a week) is paid time and a half (your hourly wage plus half that each hour)
- That they follow the laws
- That your supervisor will make efforts to help you solve problems and learn at the workplace.
- That you will be held responsible for your actions.

## **What does your boss expect from you?**

### **In the first day and first week....**

- Be on time... no excuses.
- No calling in.
- Look good- dress for the job and be clean and groomed
- Listen closely and follow instructions- Get to know the place and what will be expected of you.
- Do your best! Show 'em what you've got!
- Get to know your co-worker's names.
- Ask questions.

### **Once you've settled into your job...**

- Be on time..
- Do your tasks in a timely manner.
- Stay busy on your own.
- Be willing to grow and take on more (if you can)
- Always be respectful and a team player.
- Go to your supervisor when you have concerns.

### **When is it ok to miss work?**

- ✓ If you are really sick and could get others sick or would not be able to do your job.
- ✓ If you have requested time off and it was approved and confirmed with your supervisor

**The most important thing to remember:** Your job is counting on you! They need you to be there! You are important!

**Potential Situations... What Would YOU do?**

1. You are filling out an application and it asks if you have a criminal history, and you do. What should you write?

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2. You come down with the flu and your shift starts at 11:00am. When would it be best to call in sick to your supervisor? Why?

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3. How many times do you think you could miss work before getting fired?

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4. If you have to work at 9:00am, what time is it best that you get there?

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5. If you are running late to work, what should you do?

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6. You see a co-worker steal something from work, what should you do?

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7. You miss a day of work and you didn't call in. What do you think is going to happen?

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8. You overheard a co-worker talking about you behind your back. What is the best way to handle it?

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9. You find a new, way cooler, job for yourself and they have offered you a position. What is the best way to handle your current job? (When should you tell them, how should you tell them, etc.)

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## **When you get the job....**

### **Documents you will need when you get a job:**

- Birth certificate or Social Security Card
- Photo ID (ex. license or passport)

## **You're going to need to fill out a W-4 Tax Form...**

### **How to Fill Out a W-4 Form:**

1. Fill out your name, address, and social security number.
2. Check the box for married or single.
3. For the Personal Allowances Section: Read each section carefully and mark when something applies to you- this should be limited to yourself and if you have children. Ask for help!
4. Sign and date the form.

## Your Schedule

### Weekly Breakdown:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
7am- 12pm						
12pm-5pm						
5pm- 10pm						
10pm-3am						
3am-7am						

### Monthly Breakdown:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday

# Dealing with Conflict at Work

## Tips for thinking about what is causing the conflict:

Ask yourself:

- What is this conflict about?

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- What is it about this issue that has me upset and angry?

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- Do I have underlying concerns, wants, or needs that are not being met?

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- What is needed to make this better?

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- How important is this to me really? Is it worth my energy?

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Try to guess what factors might be contributing to the conflict for the other person.

- How might they see the situation?

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- How might your co-worker be viewing your actions?

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- What needs might s/he have?

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- What is important to that other person?

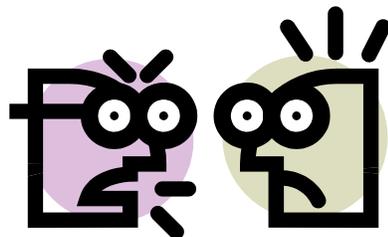
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- Did your supervisor give unclear directions to both of you?

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## Handling a Conflict: Nonviolent Communication

4 Steps:

1. Name what you are observing.

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2. Name how you are feeling in response to what's happening.

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3. Name what you need for things to be better.

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4. Make a request.

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**Try it out!**

References:

- <http://www.jobsearchonline.bc.ca/workplaceconflict/behardonproblem.htm>

<http://www.cnvc.org/Training/the-nvc-model>



## **SAMPLE #1 Practice Employment Assessment**

Question 1 to 2 of 85

A newly hired Associate is having a hard time learning his new job. You have been around for several years and really know the ropes. What would you do?

- A: Tell the Associate where he can find training materials that he can take home.
- B: Tell your Manager that the new Associate is struggling and needs more training.
- C: Ask another Associate to help the person who is struggling.
- D: Suggest the Associate find another line of work that fits his personality.
- E: Work with the Associate during work hours and show him the ropes.

Question 1: Choose the BEST response.

Question 2: Choose the WORST response.

Question: 3 to 4 of 85

You are working the floor when you see a customer who is behaving suspiciously. You think he may be trying to steal something by the way he is acting. What would you do?

- A: Make a note to check back on the customer in a few minutes.
- B: Confront the customer about stealing and try to recover any merchandise.
- C: Walk up and ask the customer if you can show him anything.
- D: Go find the first Associate you can and tell him or her.
- E: Tell your Manager and let him or her decide what to do.

Question 3: Choose the BEST response.

Question 4: Choose the WORST response.

Question: 5 to 6 of 85

You are working in a part of the store that is not very busy. Your Manager has asked you to stock shelves in your area. Your co-worker is working in another section of the store that is having a sale and is currently very busy. What would you do?

- A: Leave your area to help your co-worker.
- B: Talk to your Manager and explain the situation, maybe he will reconsider.
- C: Stay in your area and do what you were asked to do.
- D: Ask another Associate about how you should handle the situation.
- E: Ask another Associate to help your co-worker.

Question 5: Choose the BEST response.

Question 6: Choose the WORST response.

Question: 7 to 8 of 85

A customer is upset because an advertised item has been sold out. How would you respond to the customer?

- A: Explain that it's hard to tell how well an item will sell.
- B: Tell the customer that the item might be on sale again and he could try then.
- C: Tell the customer you will find out if another store has the advertised item in stock.
- D: Suggest that the customer call ahead in the future and ask for the item to be put on hold.
- E: Ask your Manager to talk to the customer.

Question 7: Choose the BEST response.

Question 8: Choose the WORST response.

Question: 9 to 10 of 85

A new Associate in another department asks you about the features of the merchandise in his department. You just explained all of this to him the day before. What would you do?

- A: Tell him he is interfering with your sales.
- B: Ask him if he would possibly be better suited for another department.
- C: Tell your Manager about the problem.
- D: Show him how he can find the product information on his own.
- E: Suggest he ask for more training.

Question 9: Choose the BEST response.

Question 10: Choose the WORST response.

#### Question 11 to 12 of 85

A customer enters your department with some equipment he can't operate. You are familiar with the equipment. Unfortunately, it is not a brand that is carried by your company. How would you help the customer?

- A: Suggest to the customer that he call the manufacturer to help him.
- B: Suggest to the customer that he read the directions.
- C: Ask your Manager what you should do.
- D: Tell the customer it is not a brand carried by your store.
- E: Show the customer how to use the equipment anyway.

Question 11: Choose the BEST response?

Question 12: Choose the WORST response?

#### Question: 13 to 14 of 85

You are showing a customer a high priced item and feel you are near closing the sale. Another potential customer enters the store. All other Associates are also busy with customers and you are closest to the new customer. What would you do?

A: Continue trying to sell to the current customer and ignore the new customer.

B: Greet the customer, saying someone will be with him in a minute, then suggest he look at some merchandise while waiting.

C: Greet the customer and say, "I'll be right with you."

D: Greet the customer and say "If you tell me what you're looking for, I'll direct you to it while you're waiting."

E: Look up, smile and say, "Hi," then continue with current customer.

Question 13: Choose the BEST response.

Question 14: Choose the WORST response.

Question: 15 to 16 of 85

Your Manager has come to you and is giving you a lot of instructions for tasks she wants done. She is speaking so quickly and telling you so many things you are having trouble remembering everything. What would you do?

A: Try to remember it all and do the best you can.

B: Go to another Associate and ask if she knows what work you have to do.

C: Ask the Manager to repeat what she said.

D: Nothing; plan to take notes in the future.

E: Ask your Manager to write a list of tasks for you.

Question 15: Choose the BEST response.

Question 16: Choose the WORST response.

Question: 17 to 18 of 85

One of your co-workers is complaining about an assignment given to him by his Manager. He thinks the assignment is beneath him and he has decided to refuse to do it. What would you do?

- A: Tell your co-worker to just do the assignment without complaining.
- B: Do the assignment for your co-worker this one time.
- C: Nothing; let your co-worker's Manager deal with it.
- D: Offer to trade; you will do this assignment for him if he will do one for you.
- E: Tell your Manager.

Question 17: Choose the BEST response.

Question 18: Choose the WORST response.

Question: 19 to 20 of 85

Before leaving on your lunch break, you make sure the Associate in the department next to yours is going to cover your department while you are gone. Instead, he tells you that he is also going to lunch. You know his break is not scheduled until later. What would you do?

- A: Nothing; the Associate will get what is coming to him.
- B: Tell your Manager and let her sort it out.
- C: Confront the other Associate and point out that it is time for your lunch break and not his.
- D: Let the other Associate go and take your own lunch during his scheduled time.
- E: Try to convince the Associate to stick with the lunch schedule.

Question 19: Choose the BEST response.

Question 20: Choose the WORST response.

Question: 21 to 22 of 85

You are filling in for a co-worker who called in sick. As a result, you are working in a department you know nothing about. A customer asks you about a particular item, but you are not sure if the store carries it, much less where it is. Your Manager is on his lunch break. What would you do?

A: Ask another Associate if she has any idea where the item is.

B: Say nothing and begin looking for it.

C: Explain the situation to the customer and invite him to help you find the item.

D: Tell the customer that you don't carry the item.

E: Tell the customer you are out of the item, but you will call him as soon as the store gets more in.

Question 21: Choose the BEST response.

Question 22: Choose the WORST response.

Question: 23 to 24 of 85

A customer has been waiting for more than one month for an out-of-stock refrigerator to arrive at the store. When she finds out that the store received the refrigerator more than two weeks ago but failed to call her, she becomes very angry. What would you do?

A: Apologize profusely but do nothing else.

B: Ask a more experienced Associate to handle it.

C: Offer the customer a discount.

D: Offer to deliver the refrigerator to her that day.

E: Ask the customer what she would like you to do.

Question 23: Choose the BEST response.

Question 24: Choose the WORST response.

Rate on a scale on Strongly Disagree to Strongly agree.

25.

I don't mind changes in my daily routine.

26.

Others consider me a good teammate.

27.

I hardly ever finish things on time.

28.

Rather than wait to be told, I tend to start doing what I think needs to be done.

29.

I would not like a job that required me to work under high pressure and stress.

30.

It doesn't bother me when deadlines and priorities change.

31.

I am willing to sacrifice my needs for the good of the team.

32.

I own up to all my mistakes.

33.

I am the first to act at work.

34.

Even if they are correct, I find criticism from others difficult to take.

35.

I find unexpected changes to be frustrating.

36.

It bothers me when people ask me to help them get their work done.

37.

At work, I sometimes don't finish things on time.

38.

I take initiative at work.

39.

Heavy workloads do not cause me stress.

40.

I prefer things to stay the same and not change.

41.

I usually won't go out of my way to help someone else.

42.

I pride myself on always delivering on my commitments.

43.

If something needs to be done, I get it done without having to be told.

44.

Unexpected problems at work cause me great frustration.

45.

I adapt easily to new situations.

46.

I believe that others have good intentions.

47.

I don't always see things through.

48.

I complete tasks before being told to do them.

49.

I do not get emotional in stressful situations.

50.

I can change course, if necessary.

51.

I am willing to help other people, even if I am very busy.

52.

I do everything I say I will do.

53.

I jump into action before others.

54.

I am not easily stressed.

55.

I find it easy to adapt to new ways of doing things.

56.

It is important for me to maintain harmony within my work group.

57.

I honor all the promises I have made.

58.

I am hesitant to take on a task if I haven't been told to do so.

59.

I can handle criticism without getting upset.

60.

I am put off by unexpected events.

61.

I only help others if I have extra time at the end of the day.

62.

I rarely finish doing things before they are actually due (such as paying bills, finishing work).

63.

I am the first person to volunteer for new projects.

64.

I am easily stressed.

65.

I dislike the unknown.

66.

I only offer my assistance to others if my own workload is complete.

67.

People can always count on me to be on time.

68.

I don't wait for my supervisor to tell me what to do.

69.

I stay calm under times of stress.

70.

I prefer to have the same structured schedule every day.

71.

At work, you simply can't help everyone and get your own job done.

72.

There have been times when I have been unable to follow through with what I said I would do.

73.

I seek out new and challenging assignments at work.

74.

I get frustrated at work when there are too many demands on my time.

Question: 75 of 85

The amount of experience I have working in the retail industry is:

My Answer

none.

less than 1 year.

1 - 3 years.

4 - 5 years.

more than 5 years.

Question: 76 of 85

The length of time that I stayed in the last full-time job I had (not counting seasonal or part-time jobs) was:

My Answer

less than 1 month.

1 - 6 months.

6 months to 2 years.

more than 2 years.

never had another full-time job.

Question: 77 of 85

The longest time I have worked for any one employer is:

My Answer

less than 1 year or never worked before.

1 - 2 years.

3 - 5 years.

6 - 10 years.

over 10 years.

Question: 78 of 85

The amount of experience I have had working directly with customers is:

My Answer

less than 6 months or never worked.

6 to 24 months.

2 - 3 years.

4 - 5 years.

more than 5 years.

Question: 79 of 85

My current or last employer would say that I \_\_\_\_ the performance expectations of the job.

My Answer

greatly exceeded

slightly exceeded

met

slightly failed to meet

failed to meet

Question: 80 of 85

The number of times I have been fired or asked to resign due to my performance or conduct is:

My Answer

none or never worked before.

1.

2 - 3.

4 - 5.

more than 5.

Question: 81 of 85

The number of times I have received special recognition at work or school (e.g., bonuses, awards, customer letters, employee of the month, honor society, etc.) is:

My Answer

0.

1.

2 - 3.

4 - 5.

more than 5.

Question: 82 of 85

How often do you volunteer in your local community?

My Answer

Never.

Infrequently.

Sometimes.

Frequently.

Very Frequently.

Question: 83 of 85

How many jobs have you had during the past five years?

My Answer

5 or more.

4.

3.

2.

1 or never worked before.

Question: 84 of 85

How long did you work for your previous employer?

My Answer

Less than 1 month.

1-6 months.

6 months to 1 year.

1-3 years.

More than 3 years.

Question: 85 of 85

How many employees and customers did you interact with on a daily basis during your last job?

My Answer

More than 20.

Between 11 and 20.

Between 3 and 10.

1 or 2.

None.

## SAMPLE #2 Employment Assessment

- 1 - Select the age criteria that pertains to you?  
Less than 16 years of age.  
16 years of age or older, but less than 18 years of age.  
18 years of age or older.
  
- 2 - Will you now, or in the future, require sponsorship for employment Visa status (e.g., H-1B, visa status)?  
Yes  
No
  
- 3 - Are you available to work evenings (typically available between 5:00 PM to 11:00 PM)?  
  
Yes  
No
  
- 4 - Are you available to work weekends (typically available either Saturday or Sunday)?  
  
Yes  
No
  
- 5 - Are you available to work night shift from 10:00 P.M. to 7:00 A.M.?  
Yes  
No
  
- 6 - What type of work are you seeking?  
Full-time  
Part-time  
Temporary  
Either full-time or part-time  
Full-time, part-time or temporary
  
- 7 - Indicate the highest level of education you have completed.  
Grade school or Middle school  
High school or GED  
2-year college  
4-year college  
Professional or Graduate school
  
- 8 - Are you currently a student?  
Yes

No

- 9 - Please enter the minimum hourly wage you would accept for this position.

Enter dollars and cents

\$ .

- 10 - How much experience have you had in a retail sales position?

No experience

1 year

Between 1 and 3 years

Between 3 and 5 years

More than 5 years

- 11 - How much experience have you had in a grocery position?

No experience

1 year

Between 1 and 3 years

Between 3 and 5 years

More than 5 years

- 12 - May we contact your previous employers for employment verification?

Yes

No

This company participates in various federal tax credit programs. The information you give will be used to determine the companys eligibility for these programs and will in no way negatively impact any hiring, retention, or promotion decisions.

- 1 - Have you received a conditional certification from the state workforce agency (SWA) or a participating local agency for the work opportunity credit?

Yes

No

- 2 - Are you a member of a family that has received assistance from Temporary Assistance for Needy Families (TANF) for any 9 months during the last 18 months?

Yes

No

3 - Are you a veteran and a member of a family that received Supplemental Nutrition Assistance Program (SNAP) benefits (food stamps) for at least a 3-month period within the last 15 months?

Yes

No

4 - Are you at least age 18 but not age 40 or older and a member of a family that: a) received Supplemental Nutrition Assistance Program (SNAP) benefits (food stamps) for the last 6 months, or b) received SNAP benefits for at least 3 of the last 5 months, but is no longer eligible to receive them?

Yes

No

5 - Did you receive supplemental security income (SSI) benefits for any month ending during the past 60 days?

Yes

No

6 - Were you referred here by a rehabilitation agency approved by the state, an employment network under the Ticket to Work program, or the Department of Veterans Affairs?

Yes

No

7 - Are you a member of a family that received Temporary Assistance for Needy Families (TANF) payments for at least the last 18 months?

Yes

No

8 - Are you a member of a family that received TANF payments for any 18 months beginning after August 5, 1997 (whether or not consecutive months), where the earliest such 18-month period ended within the last 2 years?

Yes

No

9 - Are you a member of a family that stopped being eligible for TANF payments within the last 2 years because federal or state law limited the maximum time those payments could be made?

Yes

No

10 - Did you live in the area impacted by Hurricane Katrina on August 28, 2005?

Yes

No

- 11 - Are you a veteran that was discharged or released from active duty in the U.S. Armed Forces during the past 5 years and, for at least 4 weeks during the past year, received unemployment compensation?

Yes

No

- 12 - Are you a veteran entitled to compensation for a service-connected disability and, during the past year, discharged or released from active duty in the U.S. Armed Forces, or, Unemployed for a period or periods totaling at least 6 months?

Yes

No

- 13 - Are you at least age 16 but not age 25 or older, and a) During the past 6 months, have not attended a secondary, technical, or post-secondary school for more than an average of 10 hours per week, not counting periods during which the school was closed for scheduled vacations, and b) During the past 6 months, if employed, during each consecutive 3-month period within the past 6 months, earned less than you would have earned if you had worked for the applicable minimum wage 30 hours every week during the 3-month period, and c) You do not have a certificate of graduation from a secondary school or a General Education Development (GED) certificate or have a certificate that was awarded at least 6 months ago and have not held a job (other than occasionally) or been admitted to a technical or post-secondary school since you received the certificate.

Yes

No

## **SAMPLE #3 Employment Assessment**

### Section 1

For each question in this section, select the most appropriate response.

1. One of your customers has just said to you, "The service here is terrible." You should say:

"What is it about the service that you have not liked?"

"Would you like to fill out a complaint form? I can get one for you."

"I realize our service is poor today. We are understaffed, so I apologize."

"I am really sorry to hear you say that, but we are trying as hard as we can."

2. A customer came to your department with an urgent question. You promised her that you would collect information about her question and answer it by noon. It will take you at least 20 minutes to gather the information needed to provide an answer. It is now 11:50 a.m. Your supervisor just scheduled a 30-minute meeting to start at noon. This meeting is for all employees in your department. You decide to:

Find the customer after the meeting and apologize.

Ask your supervisor if you can be late for the meeting.

Arrange to have the customer call you back at a better time.

Contact the customer right away and hope that she can be found.

### Section 1

For each question in this section, select the most appropriate response.

3. Terry, who has been an employee in your department for about six months, can be careless about safety. He hasn't been involved in any serious accidents, but he's had many near misses. Your supervisor asked you to introduce a new employee, Susan, to the department and to help with her training. Terry overheard and offered to show Susan the safety procedures. Your supervisor thought that would be a great idea. What should you do?

Tell Terry that you think it would be better if he let you do the training.

Tell your supervisor that Terry has had many near misses and not much experience.

Let Terry give Susan the safety training.

Volunteer to help Terry train Susan on the safety procedures.

4. It's been a very busy day, and you have just gotten a customer complaint. This is the third time today that this same customer has complained to an employee about the same problem. However, it's the first time that you have spoken with her. Your best course of action is to:

Ask the customer to wait and ask the employee who last dealt with the customer why the problem was not fixed.

Ask the customer to wait and ask the employee who last dealt with the customer to speak to her.

Apologize to the customer and ask if she would like to speak to a supervisor.

Apologize to the customer and ask how you can help fix the problem.

## Section 1

For each question in this section, select the most appropriate response.

5. Each shift, you have to complete several tasks before leaving for the day. It is near the end of your shift and you probably will not have enough time to finish all of your assigned work before leaving. The best thing you can do is:

Think about changing your routine to help finish your work on time in the future.

Tell the employees on the next shift that the tasks are unfinished and ask them to finish them.

Explain the situation to your supervisor and ask for help.

Leave for the day and complete the unfinished tasks tomorrow.

6. One of your customers is irate and has just yelled at you because you were slow in responding to a request he had made. You decide to:

Call the manager and ask her to deal with the customer.

Tell him you are sorry and explain the reason for the delay.

Explain to the customer that he is receiving the same service as everyone else.

Tell the customer you will help him as soon as he calms down and stops yelling.

## Section 1

For each question in this section, select the most appropriate response.

7. An employee in your department has been coming to work 20 minutes late for the past week. The rest of the employees have picked up the slack so far, but everyone is becoming angry. What should you do?

Explain to the employee how being late hurts the department's ability to get things done and that she can help by getting to work sooner.

Warn the employee that you will speak to the supervisor the next time she is late.

Tell the employee that it's unfair to everyone when she comes in late.

Bring up lateness in the next department meeting.

8. One of your coworkers frequently complains about problems she's having with a customer. You decide to:

Tell her what you believe she is doing wrong.

Empathize with her and explain that some customers just cannot be happy.

Tell her to channel her energies into finding a solution instead of complaining.

Ask her if she would like to discuss the situation and try to find a solution together.

## Section 2

This section describes work-related situations and possible ways of responding to them. Use the scale below to rate the effectiveness of each action.

Rate the effectiveness of each action listed below for dealing with an angry customer who has come to you with a complaint.

1

Very Ineffective

2

Somewhat Ineffective

3

Neither Effective Nor Ineffective

4

Somewhat Effective

5

Very Effective

9. Asking questions about specific reasons why the customer is upset.

10. Outlining reasons why the customer's concern is not right.

11. Listening to and understanding how the customer feels about the situation.

12. Asking for the customer's ideas about how to best deal with the concern.

13. Referring the customer to a more experienced coworker.

14. Dropping small hints to let this coworker know that his or her behavior is bothering you.
15. Talking to other employees about the situation.
16. Speaking to your supervisor about the coworker's attitude at work.
17. Asking your supervisor to schedule you to work with somebody else.
18. Letting the coworker know that you are bothered by his or her behavior.
19. Trying to find out the root causes of the coworker's bothersome behavior.
20. If I were to leave my job, I would wait until the company found a replacement for me.
21. If I didn't do my job well, I wouldn't feel good about myself.
22. I often doubt the usefulness of what I am being taught.
23. I utilize feedback to develop my skills.
24. Five mistakes for every 100 customers served is an acceptable number of mistakes.
25. I have stolen money from work.
26. I know the answers to many questions.
27. I participate in many activities that stimulate my intellectual curiosity.
28. It doesn't take me long to know whether a job is worth keeping.
29. I almost never become bored with the work I do.
30. I tend to be less accident-prone than most people.
31. I believe feedback is essential for improving performance.
32. I have difficulty understanding abstract ideas.
33. Many things I see at work tend to cause more problems than they solve.
34. Nothing is wrong with taking home supplies from work now and then.
35. I find that feedback is key for reaching my work (or school) goals.
36. When you're getting paid for the number of customers you serve, it doesn't make sense to spend a lot of extra time worrying about quality.
37. I frequently change the way I approach job activities.
38. I believe feedback does little to improve performance.
39. No one is the victim when you steal from your company.
40. I become frustrated with jobs when they no longer interest me.
41. I feel required to make changes based on feedback.
42. I ask questions that nobody else does to learn why something occurred.
43. If I'm unhappy with a job, the best thing for me to do is to quit as soon as possible.
44. I believe that I have the ability to deal with feedback effectively.
45. I enjoy spending the time to find answers to difficult questions.
46. Receiving both positive and negative feedback is important to me.
47. What is good for the organization is the concern of supervisors, not employees.
48. My behaviors often are not as safe as they could be.
49. Supervisory responsibilities tend to bring out a person's negative side.
50. I would make sure I could quit a job before I was fired.
51. I feel it is my responsibility to apply feedback to improve my performance.
52. I have taken merchandise from work.
53. My pay is more important to me than the contributions I make to the company.

54. You have typically set work standards that were aimed:

Above average as compared to other employees.

At the same level as other employees.

At achieving the highest quality possible.

At completing the largest quantity of work.

55. When your opinion about how to solve a problem has differed from your supervisor's, you have typically:

Firmly pursued your perspective on the issue.

Modified your opinion to satisfy the preferences of your supervisor.

Kept to yourself the ways your opinions differed from your supervisor's.

Talked through the problem with your supervisor to reach a compromise.

Combined your ideas with your supervisor's to come up with a solution jointly.

56. When you have finished a task or project before its deadline, how often did you spend time rechecking your work before moving on to the next activity?

Rarely; you usually moved on to the next task as soon as possible.

Occasionally; you tended to recheck the work you'd done if you had enough time.

Most of the time; you tried to allow extra time to review your work before moving on.

Almost always; you waited to move on until you were sure that the task you just finished had no errors.

57. When you have had to work with others to make a group decision, you have usually:

Proposed a 'middle ground' option to break deadlocks.

Worked to avoid options that others might disagree with.

Used your influence to make sure your own ideas were accepted.

Tried to find one solution which satisfies everyone's expectations.

Changed your own position to accommodate the interests of others.

#### Section 4

For each item in this section, indicate the response that most accurately represents your experience.

58. For how many different employers have you worked full-time in the last five years?

None

1 or 2

3 or 4

5 or 6

7 or more

59. On average, how many days a week do you leave work early without getting approval?

None

Once a week

Twice a week

Three times a week

Four or five times a week

#### Section 4

For each item in this section, indicate the response that most accurately represents your experience.

60. When in situations involving conflict with others, your preferred approach has been to:

Try to get everyone to express their concerns.

Yield to the preferences of others.

Use your influence to get others to do what you want.

Take yourself out of the situation as quickly as possible.

Look for points of agreement between yourself and the others.

61. Supervisors and other employees you have worked with would describe your self-discipline as:

Superior

Above average

Average

Below average

#### Section 4

For each item in this section, indicate the response that most accurately represents your experience.

62. Your most common strategy for handling major disagreements with other people has been to:

Make sure he or she goes along with what you want to do.

Get input from others and removing yourself from the situation.

Blend your ideas with the other person to come up with new options.

Find compromise options that both you and the other person will accept.

Accept what the other person wants so that they are pleased with the decision.

63. When the due date of a task has been moved up suddenly, you have typically:

Met the deadline by speeding up your work pace but you sometimes have had to let the quality of the results slide.

Been unable to change your work pace to help meet the new deadline because you have trouble organizing your work.

Done all that you can to deliver quality results before the new deadline.

Continued workin at the same pace.

Section 4

For each item in this section, indicate the response that most accurately represents your experience.

64. When you have been in disorganized work situations where the number of people wanting supplies is larger than the amount of supplies available, you have typically:

Avoided the situation and looked for supplies somewhere else.

Proposed ways to structure the process of distributing the supplies.

Let others get what they wanted, and then took what was left for yourself.

Decided how much you would need, and made sure you were able to get it.

Tried to find ways for everyone to make sacrifices to make the supplies last.

65. When working with someone in a leadership position to solve a problem, your preferred approach has been to:

Make sure that he or she gets to make the final decision.

Exchange information with him or her to solve the problem together.

Try to find a solution that meets both your needs and the leader's needs.

Emphasize your expertise and why you should make the decision yourself.

Be careful with what you say to make sure you don't disagree with him or her.

